



Professional Services

Accelerator Service Offering

NetBrain Professional Services

NetBrain customers desire continued support from our Professional Services team to ensure their on-going success after initial NetBrain implementation.

Having strategically identified the key areas which brought success to other customers, our Professional Services Offerings are designed to offer customers clear options to implement and support NetBrain within their Enterprise; from initial installation and configuration, through to strategic engagements such as the automation of currently manual workflows and providing visualization of third party data sources through integration with NetBrain allow you to achieve a single pane of glass visibility into your network estate.

Our Professional Services team consists of expert engineers with a wide, diverse, skillset that are trained to help your organisation accomplish your transformative goals. We accomplish this by architecting, planning and implementing the correct solution to meet your requirements.

Overview

The Accelerator Service offering is designed for customers who wish to take their existing NetBrain deployment to the next level by enhancing their existing workflows, working towards automation and integration within their NetBrain environment. With your NetBrain environment stood up, you now have the platform foundation to build your unique network automation and integrations.

Delivered over the course of six months, the Accelerator Service offering includes a team dedicated to discovering and designing unique use cases that, based on our experience in working with other customers, will drive enhanced value for your organization.

Building from the foundation of Map and Automation, our Professional Services team will work with you on three use cases to enhance your current NetBrain deployment. From integration, to dynamically visualizing your network, through to increased knowledge sharing via automated runbooks; we will be your trusted partner as we work together to customize and integrate NetBrain into your environment.

If you require help setting up NetBrain, please take a look at our Essentials Service Offering which includes a full implementation service to ensure you get the best possible head start with NetBrain.

A Team Working Towards Your Success

Our Accelerator Service includes the following resources:

- **Program Delivery Manager:** Extensive project oversight and resource co-ordination is an essential component of the NetBrain Subscription offering. With overall responsibility for the engagement, the Program Delivery Manager will align and manage both the delivery and requirement gathering with our customer. They will ensure goals are not just completed, but delivered on-time.
- **Professional Services Consultant:** Working at the direction of the Program Delivery Manager, NetBrain Consultants specialize in large scale, complex, networks. Our Consultants execute on the overall vision of both establishing and implementing NetBrain as a leading platform technology within your business, ensuring the value you receive from our platform is maximized.
- **Platform Engineer:** With focus on extending the NetBrain platform to meet your specific needs, our platform engineers lead the way with their integration and automation experience. Whether you require custom Qapps or API integrations, our Platform team provide the expertise to exceed your needs.

Engagement Details

Duration: 6 months

Each network environment has its own unique challenges and requirements, and NetBrain is purposely built to be highly customizable and extensible to fit each unique situation.

As part of the NetBrain Accelerator Service, we will take a consultative and highly customized approach with you and your team. Starting with a thorough understanding of your network environment and its many facets, combined with our experience in visualizing and automation, we will propose and align with you on the top three use cases that will bring the most value to your organization

Specifically, our team of consultants will work with you to perform the following:

1. **Understand** your current environment and discover service targets:
 - Manual workflows that exist in your network today
 - Existing tools and data sources currently in use
 - Network technology you use to service your customers
2. **Identify** and design use case possibilities
 - Map and automate NetBrain use cases based on your requirements
3. **Prioritize** use cases and build a roadmap
 - Align on the three (3) most important to your organization

- Roadmap of top three (3) use cases to implement
4. **Create and Implement** use cases:
 - NetBrain Professional Services will plan, design and implement your finished use cases within your environment
 - Automate using Qapps
 - Visualize using Dataview and Dashboard
 - Integrations
 5. **Train and Enable** your team to use and expand further use cases
 - Training by NetBrain experts to enable your organization

Building High-Value Use Cases For Your Organization

NetBrain defines a use case as one, or a combination of, the following attributes:

- Automating a workflow using Runbook automation (up to 3x Qapps)
- Displaying third party data sources within NetBrain
- Trigger NetBrain Map or Path from events received by a third-party tool
- Express the static network design of an advanced technology via a dynamic map
- Synchronizing information contained in a CMDB utilizing RESTful API

Sample Use Cases

- **Customize Map and Dataview for Single Pane of Glass**
 - Dataview of static network design: overlay live data across your network topology
 - Dataview of dynamic data: integrate NetBrain with third party products, allowing other data sources to be detailed within a single pane of glass
- **Map and Automate Your Existing Workflows**
 - Integrate maps and runbook with existing tools (ServiceNow, BMC, Splunk, Solarwinds)
 - Automate manual or repetitive tasks in standard workflows (daily health checks, daily security check, updating firewall rules)
- **Automate Based on Network and Task**
 - Runbook to transfer knowledge of complex tasks (troubleshoot QoS problems)
 - Runbook to collaboration (Tier 1 -> Tier 2 case escalation procedures)
 - Increase collaboration
- **Establish A Single Source of Truth**
 - Trigger NetBrain discovery from third party tool
 - Update existing CMDBs using NetBrain Database